ISO Main Level Element Description

This report describes the main elements of ISO and their applicability to the GOES Project.

ISO Element	ISO Element Title	ISO Element Abstract	Reason ISO Element Does Not Apply To GOES
4.01	Management Responsibility	Management must define and document its quality policy and objectives to ensure its commitment to quality and to the minimum requirements of ISO9000. Management must see that this policy is understood and implemented throughout the organization and ensure that: quality policy is defined and documented; relevant to customer's needs; known by everyone; and maintained and implemented.	
4.02	Quality Systems	The intention of this element is to ensure that you define, document, and maintain your quality system in a way that results in satisfaction of your customer's expectations. This means that you must have a manual that incorporates the ISO 9000 standard and also references the procedures that you are using to meet the standard.	
4.03	Contract Review	Upon review of a customer order by an authorized person, a record of the order and review must be maintained and documented. A documented system must be in place the defines how you go about communicating and executing these changes.	Does not apply to the GOES Program because program was established with the signing of the PCA prior to ISO implementation.
4.04	Design Control	Must maintain a documented process for the design of your product that produces the performance characteristics you promise your customer.	GOES does not design GSFC products. This effort is perfomed by off-site contractors. GOES reviews documentation.
4.04	Design Control	The design plan must define how the design process will be carried out. It will include all levels of staff involved, their communications and process paths.	Applicable only to Configuration Management area.
4.04	Design Control	Need to ensure the final product meets the design input, which should be the same as the customer's requirements. The product must be tested in its expected operating environment following design verification to ensure it meets customer's requirements.	Not applicable to the GOES Program. All design verification is performed at the contractor's facilities and is verified by their procedures.
4.04	Design Control	Perform design reviews at defined stages of product development. Define what is involved at each stage, and who needs to be involved at that particular stage. Design review must include coumented inputs as well as outputs.	Applicable only to the documenting of technical reviews.
4.05	Document and Data Control	All documents that are pertinent to the ISO 9000 standard must be under some type of formal documentation control, with procedures defining their establishment, review, upgarde, authorization, and removal upon obsolescence. This includes extrenal reference documents used in areas such as design and testing. Documents may be in any media.	
4.06	Purchasing	You are required to conduct your purchasing operations in a systematic fashion that ensure you are obtaining the proper materials to meet requirements.	All elements apply except Identification and Traceability of products. GOES does not perform identification and traceability of product, this is done by off-site contractor.
4.07	Control of Customer Supplied Product	Establish procedures for the inspection, storage, handling, and maintenance of materials provided to you by your customer for eventual incorporation into supplied product. When your customer provides you with material for use or incorporation into their intended product, you must have a documented system in place that guarantees you will handle their materials as your own.	The GOES Program does not currently receive products from our customer.
4.08	Product Identification and Traceability	You must maintain procedures for the proper identification and documentation of materials as they move through the product, installation, and delivery process to ensure that the customer's requirements are satisfied.	Fabrication performed by contractors off-site and launch one spacecraft at a time.
4.09	Process Control	Refers to the entire process of producing a product and the method by which you control and ensure that your processes are followed.	GPG 8072.1 does not apply. Does not apply because activities are not performed in-house. Activities are performed by an off-site contractor and requirements are levied through Purchasing (ISO Element 4.6).

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4.10	Inspection and Test	Element deals with the testing of your materials as they move through your process as well as final inspection of the product. Testing must be in accordance with documented procedures and supported with records that indicate the status of the material and satisfactory status of all requirements prior to release.	Does not apply because activities are not performed in-house. Activities are performed by an off-site contractor and requirements are levied through Purchasing (ISO Element 4.6).
4.11	Control of Inspection, Measuring & Test Equipment	You must ensure proper maintenance, review and control of all test, calibration and any other test equipment as defined by your quality plan.	Does not apply because activities are not performed in-house. Activities are performed by an off-site contractor and requirements are levied through Purchasing (ISO Element 4.6).
4.12	Inspection and Test Status	Must provide for a continual product test status related to conformance or nonconformance of the materials.	Does not apply because activities are not performed in-house. Activities are performed by an off-site contractor and requirements are levied through Purchasing (ISO Element 4.6).
4.13	Control of Nonconforming Product	Upon identification of a nonconforming material or product, the item must be segregated, when possible, and identified as not suitable for use. Procedures must be in place to handle all nonconformance that includes review documentation, evaluation, and identified authorities.	Does not apply because activities are not performed in-house. Activities are performed by an off-site contractor and requirements are levied through Purchasing (ISO Element 4.6).
4.14	Corrective and Preventive Action	Establish a documented system that addresses nonconformance within your operations. System must not only correct the problem, but also address methods to prevent reoccurrence.	
4.15	Handling, Storage,Packaging,Presevation & Delivery	All activities related to the handling, storage, packaging, and delivery of the product must have full documented and maintained procedures.	Does not apply because activities are not performed in-house. Activities are performed by an off-site contractor and requirements are levied through Purchasing (ISO Element 4.6).
4.16	Control of Quality Records	You must retain records that verify product compliance to requirements. Your records must demonstrate the verified effectiveness of your operations through internal audits, corrective actions, senior management reviews, assessment of suppliers, calibration, training, customer contracts, design reviews, nonconformance, inspection and testing.	
4.17	Internal Quality Audits	Procedures for conducting internal audits in accordance with planned procedures.	
4.18	Training	Training must be provided and documented for all personnel whose activities affect quality. Personnel must be trained in the specific tasks assigned, qualified to perform these tasks, and supported with documentation and records of training. Records must be maintained.	
4.19	Servicing	Based on your policies and customer contracts, you will provide service to the level defined in your quality plan.	Not applicable to GSFC. Servicing isn't within GSFC scope.
4.20	Statistical Techniques	Statistical techniques used to validate the product, material, or process must be documented.	GOES does not use statistical techniques.